



Hullbridge Childminders
07484684441
Madkidzcc@gmail.com

Complaints Policy

Michelle Streeter- 2726829
Sandra Maynard- 2733094

As registered childminders we aim to work in close partnership with all parents, to meet the needs of your children.

If there is any aspect of our service you are not happy with, please bring it to our attention and we will make every effort to resolve the issue through frank and open discussion. You can put the complaint to us verbally or, if you prefer, formally in writing, by text, or by email.

We will keep a written record of all complaints and their outcome for at least two years.

We will maintain confidentiality but will provide Ofsted, on request, with a written record of all complaints within a specified period and the action taken as a result of each complaint.

Stopping a complaint from happening

- we will agree with you and put in writing all the details of the contract between us (ourselves and parents) prior to the beginning of the childminding relationship.
- we will show you the latest versions of our policies and procedures and will WhatsApp you a copy.
- we will always endeavour to follow the policies and procedures.
- we will encourage open dialogue in the relationship with you so that any misunderstandings can be sorted out.
- we will offer all parents a copy of this procedure so that they understand that they are able, if they see fit, to contact my Agency to complain about an aspect of our care



Hullbridge Childminders
07484684441
Madkidzcc@gmail.com

Complaints procedure

If a formal complaint is made against any of us relating to the EYFS Statutory Framework

We will record the details of the complaint including:

- Name of the complainant
- Date of the complaint
- Details of the complaint
- Action taken to resolve the complaint
- The outcome, including any training identified and implemented where necessary.

We will keep a copy of any correspondence or written explanation with the parents concerned and prepare a summary of the complaint that would be available if any parents wished to see it.

We have a legal obligation to investigate it and respond to the parents within 28 days.

We will inform our agency.

We will tell the parents of any action we have taken or intent to take as a result of their findings.

We will discuss with the parents the suitability of us continuing to look after their child, unless the parents have already terminated the contract

We will seek legal advice as appropriate.

We will keep written complaints in our Complaints and Compliments folder.

If a formal complaint is made against any of us NOT relating to the EYFS Statutory Framework

We will keep a copy of any correspondence or written explanation with the parents concerned.

We will attempt to discuss the nature of the complaint with the parents and resolve the complaint amicably.

We will seek legal advice as appropriate

We will discuss with the parents the suitability of us continuing to look after their child, unless the parents have already terminated the contract.

We will keep written complaints in my Complaints and Compliments folder.



Hullbridge Childminders
07484684441
Madkidzcc@gmail.com

If you wish to make a complaint to Ofsted

Ofsted contact details are as follows:

Telephone - 0300 123 4666 for complaints

Email – enquiries@ofsted.gov.uk

GDPR May 2018

If you wish to make a complaint regarding a data breach or if you think we are not processing your data appropriately you can contact the Information Commissioners Office – <https://ico.org.uk/for-organisations/report-a-breach/>